

Any Other Business

RESOLUTION C 23/2016: ISTANBUL WORLD POSTAL STRATEGY (IWPS): ADDITIONAL EC CONSULTATION TO DECIDE ANY FURTHER APPU ACTIONS

Presentation by the Secretary General

1. Subject	References/paragraphs
<p>Informing APPU members on:</p> <ul style="list-style-type: none"> - the actions already approved by the EC for APPU involvement in the implementation of the IWPS - the EC agreement to make a further review of any other possible actions - the limited capacity of the Bureau, as well as the limited resources of the APPU, to complete any substantial work regarding the IWPS - a proposed game-plan for APPU involvement in the IWPS that utilises the existing Working Group structure to respond to some, or all, of the 15 programmes set down in the IWPS 	<p>§ 2.1</p> <p>§§ 3.1 – 3.2</p> <p>§ 3.1</p> <p>§§ 4.1 – 4.3</p>
2. Decisions expected	
<p>The EC is asked to:</p> <ul style="list-style-type: none"> - note the actions already approved by the EC and the decision to make a further review of any other possible actions regarding the IWPS - note the limited resources that will impact any substantial action by the APPU regarding the IWPS - approve the proposal that any additional input by the APPU for the IWPS is confined to those activities undertaken by the Working Groups established at the Tehran APPU Congress - note that the Bureau would work with Chairs of Working Groups to ensure full reporting is available on matters that are relevant to any, or all, of the 15 IWPS programmes - note the allocation of IWPS Programmes to WGs 	<p>§ 2.1</p> <p>§ 3.1</p> <p>§ 4.3</p> <p>§ 5.1</p> <p>Annex 1</p>

1. Background

1. What the Istanbul Congress asked Restricted Unions to do

- 1.1 Resolution C 23/2016 asked Restricted Unions to “integrate the relevant elements of the Istanbul World Postal Strategy into their respective priorities and action programmes.”

2. What the EC approved as APPU activities regarding C 23/2016

- 2.1 The EC, through the consultation of members in November-December 2017, approved the following actions.

- (i) The Secretary General of the APPU, the teaching staff at the College and the UPU Regional Project Coordinator will review any opportunities to include IWPS material into regular or one-off courses. (In taking any action in the training field, there will be attention given to not duplicating training material or programmes currently in place.)
- (ii) The Bureau to keep a watching brief on UPU CA Committee 3 activities and reports on the implementation of the IWPS, and to inform the membership on an annual basis via EC meetings.
- (iii) Consultations between the Bureau and selected Restricted Unions on actions being taken in other organisations/regions. This consultation process should also include the IB.
- (iv) The Bureau to ensure that the APPU Working Group on UPU CA Matters is involved to the optimum extent in the management of C 23/2016.

3. Consideration of other APPU activities regarding C 23/2016

3.1 In the consultation in November-December 2017, as well as in related exchanges, views were expressed that a careful approach should be taken to any coordination role for directives such as the IWPS. These views emerged when wider roles / activities were proposed for the APPU regarding the IWPS. The advice “to be careful” took into account the following:

- the IWPS is complex;
- the resources in the Bureau are limited in terms of capacity to undertake specialist activities (that might emerge from a coordination or developmental role in the IWPS);
- the resources of the APPU are limited for financial coverage of any additional activities; and
- there are already layers of reporting in place in the UPU and in member countries regarding the IWPS.

3.2 In view of comments made (as set out in paragraph 3.1 above), the EC also approved a further consultation to be made to consider any other activities that could be comfortably undertaken by the Bureau.

4. Bureau proposal for other activities regarding C 23/2016

4.1 The Bureau is mindful of an already expanded workload through the various Reform Initiatives. Financial resource will be stretched to achieve the Reform programme. There will not be the capacity to take on significant additional work for the IWPS.

4.2 The theme of the directive in C 23/2016 is for restricted unions to “integrate the relevant elements of the IWPS into their respective priorities and action programmes”. The APPU has a Working Group structure that includes:

- Physical Services and E-Commerce
- Postal Financial Services
- Market Development and E-Services
- Supply Chain Integration
- UPU CA Matters

- Reform of the APPU

These Working Groups have activities that are included, in one form or another, in the IWPS. For example, under IWPS Goal 2 (Ensure sustainable and modern products), Programme 3 (Product and service diversification and harmonization) has a recommended role for Operators to “develop and implement products and services; implement modern portfolio alignment”. The APPU Working Group for Market Development and E-Services may well have activities that are relevant to this objective. Accordingly, such activities could be reported as an APPU response to C 23/2016.

- 4.3 The proposal, therefore, is for the APPU to also report on activities being undertaken by its Working Groups that can be related to the IWPS. This fits with the directive of integration (reference paragraphs 1.1 and 4.2).

5. Process comments

- 5.1 Assuming there is no objection to the proposal in paragraph 4.3, the Bureau would assist Working Groups as follows:

- (i) assign the Programmes in the IWPS to the appropriate APPU Working Group and confirm the allocation with the Chair of the Working Group (Annex 1 contains the assignment of Programmes to APPU WGs);
- (ii) check in with the Working Group Chairs annually for reportable activity / comment on IWPS items; and
- (iii) report to EC meetings on IWPS-related activities.

**APPU Bureau
Bangkok, 19 April 2018**

EC 2018 – Doc 20.1, Annex 1

Istanbul Congress Decision C 23/2016: Istanbul World Postal Strategy (IWPS)
Allocation of Activities to APPU Working Groups for Annual Reporting Purposes

1. Summary of Allocations

<i>Goal 1 – Improve the interoperability of network infrastructure</i>	<i>Goal 2 – Ensure sustainable and modern products</i>	<i>Goal 3 – Foster market and sector functioning</i>
1 Quality of service Physical Services and E-Commerce	1 E-commerce and trade facilitation Physical Services and E-Commerce	1 Universal service obligation Not assigned
2 Supply chain and security Supply Chain Integration	2 Financial inclusion and financial services Postal Financial Services	2 Policy, regulation and strategy Not assigned
3 Accounting and operational processes Not assigned	3 Product and service diversification and harmonization Physical Services and E-Commerce Market Development and E-Services	3 Market and sectoral information Not assigned
4 Information and communication technologies Market Development and E-Services	4 Integrated remuneration Physical Services and E-Commerce	4 Sustainable development UPU CA Matters
5 Standards Not assigned	5 E-services Market Development and E-Services	5 Capacity development APPU Bureau
<i>IWPS supporting lever: development cooperation</i> APPU Bureau		

2. Detailed References for the Allocations

Goal 1: Improve the interoperability of network infrastructure

1 Goal 1 of the IWPS aims to strengthen the global postal network through its activities on quality of service, supply chain and security, accounting and operational processes, ICTs, and standards.

Programme 1: Quality of service

- Related activities: Quality of Service Fund, Global Monitoring System, parcels and EMS, e-commerce;

– Recommended roles:

- Operators: Ensure execution and implementation; **Physical Services and E-Commerce**
- Governments/regulators: Ensure investment; set goals and objectives; set targets;
- UPU bodies: Monitor, evaluate and report on quality of service standards and targets, with a focus on ensuring alignment with changing market needs.

Programme 2: Supply chain and security

- Related activities: Customs, security, transport, addressing, joint contact committees with the World Customs Organization, International Air Transport Association and International Civil Aviation Organization;
- Recommended roles:

- Operators: Ensure execution and implementation; **Supply Chain Integration**
- Governments/regulators: Facilitate common global requirements; ensure alignment with different supply chain partners;
- UPU bodies: Accelerate the development of a fully integrated supply chain and standard business model for the single postal territory by advocating and collaborating with all interested stakeholders; facilitate capacity building for supply chain and security interface.

Programme 3: Accounting and operational processes **Not assigned**

- Related activities: Operations and accounting;
- Recommended roles:
 - Operators: Adopt and implement much faster paperless operations and accounting processes;
 - Governments/regulators: Promote and support effective and efficient use of operational processes;
 - UPU bodies: Harmonize and streamline processes; adopt processes supported by paperless operations and accounting.

Programme 4: Information and communication technologies

- Related activities: Postal Technology Centre, e-services, philately;
- Recommended roles:
 - Operators: Fully adopt and implement the use of timely, accurate electronic data interchange (EDI) messaging in line with current UPU standards; **Market Development and E-Services**
 - Governments/regulators: Invest in, promote and encourage the general use of EDI standards in the postal supply chain (designated operators, Customs, airlines, security);
 - UPU bodies: Monitor and report on usage and quality of EDI, developing suitable and affordable IT solutions in line with postal supply chain and market opportunities.

Programme 5: Standards **Not assigned**

- Related activities: Standards and certifications;
- Recommended roles:
 - Operators: Set standards and certification and licensing processes;
 - Governments/regulators: Ensure the adoption of standards and of accreditation processes; recognize and adopt UPU standards;
 - UPU bodies: Speed up the worldwide development, adoption and usage of common standards.

Goal 2: Ensure sustainable and modern products

2 A large and efficient physical network is a definite strength, but in the age of the Internet, it is necessary for the Posts to innovate to be facilitators and integrators of new postal services. Digitalization and financial services are the key focus areas in terms of diversification. Along with diversification, it is also necessary for the postal sector to streamline and integrate existing services. Goal 2 of the IWPS aims to facilitate this diversification and integration through its activities on e-commerce and trade facilitation, financial inclusion and services, product and service diversification and harmonization, integrated remuneration, and e-services.

Programme 1: E-commerce and trade facilitation

- Related activities: E-Commerce Programme (ECOMPRO), Easy Export, collaboration with the World Trade Organization, International Trade Centre, United Nations Conference on Trade and Development, etc.
- Recommended roles:
 - Operators: Meet the minimum requirements for ECOMPRO; develop integrated solutions to promote trade facilitation and contribute to economic growth and inclusion; **Physical Services and E-Commerce**
 - Governments/regulators: Invest in new business models and solutions; establish a policy framework to promote investment in and ensure support for trade facilitation and postal sector integration; leverage the postal sector for socio-economic development;
 - UPU bodies: Speed up the development and implementation of the different components of ECOMPRO to meet changing customer requirements; monitor e-commerce readiness across the UPU membership; develop sustainable trade facilitation solutions and frameworks to ensure non-subsidized trade.

Programme 2: Financial inclusion and financial services

- Related activities: Financial inclusion, postal financial services;
- Recommended roles:
 - Operators: Strengthen networks and ICT capabilities to enable the effective

deployment of financial services and financial inclusion; **Postal Financial Services**

- Governments/regulators: Support and encourage innovation in the areas of financial inclusion and postal financial services;
- UPU bodies: Develop products and services that cater to increasing demands for financial inclusion and financial services; strengthen cross-sectoral collaboration.

Programme 3: Product and service diversification and harmonization

- Related activities: All physical products, 3D products and services, Direct Marketing Advisory Board;
- Recommended roles:
 - Operators: Develop and implement products and services; implement modern portfolio alignment; **Physical Services and E-Commerce; Market Development and E-Services**
 - Governments/regulators: Recognize the role of the postal sector in providing 3D products and services; invest in and promote the development of new postal business models; support modern product portfolio alignment;
 - UPU bodies: Support and speed up the development of diverse financial, electronic and physical products and services aligned with market requirements and customized business models; align a modern product portfolio with customer and supply chain needs, with a clear differentiation between products; identify and share best practices.

Programme 4: Integrated remuneration

- Related activities: Terminal dues; ECOMPRO; EMS; inward land rates; registered, insured, express items;
- Recommended roles:
 - Operators: Implement integrated remuneration; **Physical Services and E-Commerce**
 - Governments/regulators: Support integrated remuneration;
 - UPU bodies: Develop integrated remuneration across the full product spectrum, focusing on end-to-end network sustainability;

Programme 5: E-services

- Related activities: e-services, .POST;
- Recommended roles:
 - Operators: Use the postal e-services multiservice platform to strengthen and extend business, products and services; **Market Development and E-Services**
 - Governments/regulators: Recognize and promote postal network assets in the digital economy (maintain trust, interconnectivity and visibility of the postal network as a worldwide brand);

- UPU bodies: Promote the digital transformation of the UPU and the postal sector, build the secure online presence of UPU members and offer new electronic services, demonstrating the importance of Posts in the global digital economy and ensuring connected governments; contribute through .POST to IWPS programmes on e-commerce, trade facilitation and ICTs.

Goal 3: Foster market and sector functioning

3 With a strong physical network and diversified and integrated modern products and services, the postal sector is theoretically ready to function effectively. However, regulatory bottlenecks, lack of market knowledge, and larger environmental, social and economic concerns can hinder the growth of the sector. Goal 3 of the IWPS therefore aims to address these issues through its activities on the universal service obligation, policy and regulation, market and sectoral information, sustainable development, and capacity development.

Programme 1: Universal service obligation **Not assigned**

- Related activities: Acts of the Union;
- Recommended roles:
 - Operators: Fulfil the USO and implement operations in line with the Acts and national laws;
 - Governments/regulators: Define the appropriate USO for today's realities; control and evaluate the fulfilment of the existing USO;
 - UPU bodies: Contribute to the debate by bringing expertise and experience; propose changes to the Acts to bring them in line with emerging operational realities.

Programme 2: Policy, regulation and strategy **Not assigned**

- Related activities: Strategy, Acts of the Union, governance, reform;
- Recommended roles:
 - Operators: Advocate a wider postal sector role in society to government; contribute to and implement strategies, reforms, policies and regulations;
 - Governments/regulators: Play a leadership role in developing policies, regulations and strategies to reform and transform the sector; generate investor confidence and trust;
 - UPU bodies: Develop, raise awareness of, implement and monitor strategies, and adopt improved structures and decision-making processes in line with changing environmental and market needs; speed up change in policies and regulations to respond to changing environmental and market needs.

Programme 3: Market and sectoral information **Not assigned**

- Related activities: Statistics, economic and market studies, knowledge and information management;
- Recommended roles:
 - Operators: Facilitate the exchange and provision of data to contribute to improving

operational efficiency and market response and development;

- Governments/regulators: Encourage and support the exchange and provision of data with the UPU; provide and publicize appropriate data in line with customer needs;
- UPU bodies: Consolidate and analyze data; present relevant topics to support more informed decision making in line with changing market requirements and needs.

Programme 4: Sustainable development

- Related activities: Sustainable development (social, economic, environmental), financial inclusion, disaster and risk reduction;
- Recommended roles:
 - Operators: Contribute to achieving sustainable development; **UPU CA Matters**
 - Governments/regulators: Invest in and support initiatives to promote sustainable development and inclusion; recognize the role of the postal sector in contributing towards the UN 2030 Sustainable Development Agenda;
 - UPU bodies: Engage in monitoring, awareness-raising and resource mobilization activities in the area of sustainable development.

Programme 5: Capacity development

- Related activities: Training, seminars and workshops, capacity building
- Recommended roles:
 - Operators: Participate in and implement best practices; **APPU Bureau**
 - Governments/regulators: Invest in and support initiatives to promote capacity development;
 - UPU bodies: Develop, raise awareness of and implement capacity development initiatives in line with stakeholder needs.

IWPS supporting lever: Development cooperation

- Related activities: Development cooperation contributing to the achievement of all three IWPS goals;
- Recommended roles:
 - Operators: Contribute to the development of a high-quality and efficient UPU single 3D territory by focusing on strengthening the international postal network;
 - **Governments/regulators: Invest in, support and promote the UPU, the single postal territory and the postal sector by developing national and regional programmes and policies through consultations with UPU bodies and restricted unions; **APPU Bureau****
 - UPU bodies: Develop, prioritize, coordinate, execute, monitor, evaluate and follow up in the area of development cooperation; recommend the setting of priorities in line with changing market requirements; increase awareness.

APPU**Asian-Pacific Postal Union**

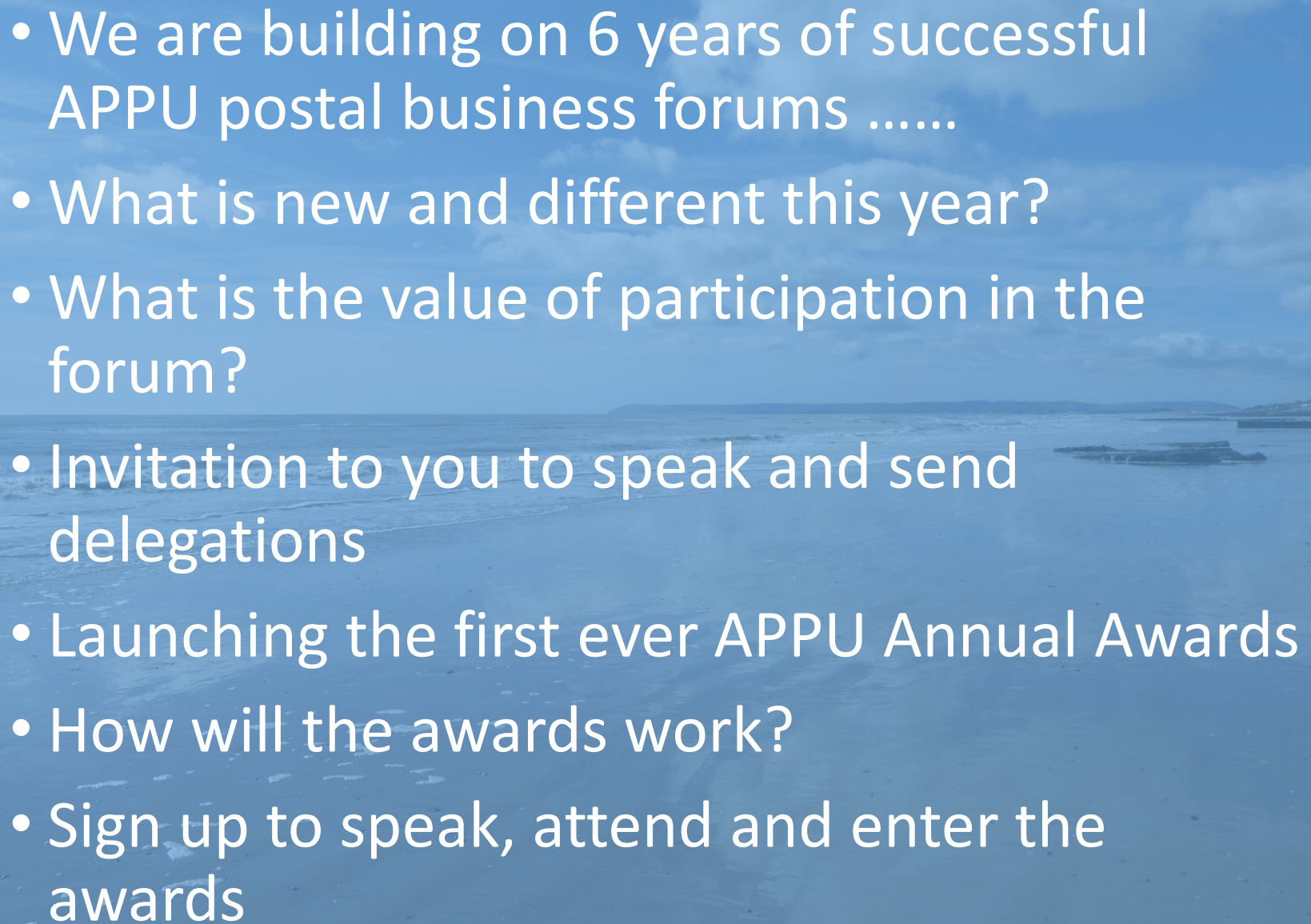
taking posts into the future



ANY OTHER BUSINESS?

**7th APPU POSTAL BUSINESS FORUM
27 – 29 November in Bangkok**

Derek Osborn
Whatnext4u

- 
- We are building on 6 years of successful APPU postal business forums
 - What is new and different this year?
 - What is the value of participation in the forum?
 - Invitation to you to speak and send delegations
 - Launching the first ever APPU Annual Awards
 - How will the awards work?
 - Sign up to speak, attend and enter the awards

APPU POSTAL BUSINESS FORUMS

Creating valuable opportunities
every year since 2012





What's new this year?

Venue: City centre hotel
Eastin Grand Hotel
27 – 29th November 2018

APPU Regional Awards

What is the value of participation in the Forum?

- Sharing latest business ideas
- Benchmarking and networking
- Building capability and knowledge
- Exploring new technology solutions
- Building partnerships and collaboration
- Recognising good practice with awards

Exploring New Frontiers Reshaping the Postal Industry

- ***Strategic directions***
- Reacting to ***digital disruption*** and exploiting digital technology
- Latest ***intelligent technologies*** expanding what is possible – robots, drones, autonomous vehicles, artificial intelligence, blockchain, using big data
- ***E-commerce and diversification*** to expand into new fields and profitable ***revenue streams***, from our strategic market position – including financial services
- Investing in ***people*** to build ***longer term sustainability*** – ***inspiring, informing, enabling and building capability***

APPU Regional Awards : 5 categories

1. Best customer service
2. Best corporate video, web-site or branding
3. Best sustainability project or initiative
4. Best corporate social responsibility project or initiative
5. Best employee engagement activity or people development project

How will the awards work?

- Information sheet which lists key elements and criteria for each award (sent after this meeting)
- Invites submissions from all APPU members – each can have one entry in each of the categories
- Submissions – one page stating clearly by end Sept
- **What was done, why and what the impact was**
- Shortlisting in first two weeks of October and all short-listed would be invited to the forum
- Final panel session and decision would be made at the forum and awards given on the second evening at the gala meal and cultural evening



Thank you for your attention!
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Please sign up to speak, attend with
colleagues and enter the awards

THOUGHT LEADERSHIP BOOKS



EXPLORING NEW
FRONTIERS
RE-SHAPING THE
POSTAL
INDUSTRY
To be published
October 2018 in
Hamburg,
Germany

- to inform and inspire and be positive about possibilities for post
- to share ideas and stimulate thinking and encourage collaboration
- to highlight and spread good practice and to 'champion' the sector and build a new 'platform' and 'agenda' for the industry



First Asian Pacific Postal Union (APPU) Regional Awards for the 7th APPU Postal Business Forum

Objective of the awards: to highlight, reward and share good practice in the APPU

Award categories

1. Best customer service
This remains a key distinguishing factor for business reputation, trust and loyalty
2. Best corporate video, web-site or branding
To promote a strong reputation, build image or brand and update market perception
3. Best sustainability project or initiative
People, planet, profit – Reuse, recycle, save resources/money, reduce negative impact
4. Best corporate social responsibility project or initiative
With positive impact on society and people, especially vulnerable or disadvantaged
5. Best employee engagement activity or people development project
Investing in your people for retention, motivation, development and capability

Short rules: All APPU members are invited to make submissions – each member can submit up to one entry in each of the categories (maximum total of 5 entries)

Submissions should be on one page per entry stating clearly

What was done, why and what the impact was

This should be sent to Penchan at the APPU Bureau before the end of September 2018, together with a contact person and contact details for each submission

Shortlisting will be done by an expert panel and will take place in the first two weeks of October 2018. All those short-listed will be advised and will be invited to the forum and award ceremony in November 2018

The final judging panel session and decision would be made at the forum and awards will be given on the second evening at the gala meal and cultural evening i.e. Wednesday 28th November 2018.